

Attachment 6

PAST PERFORMANCE INFORMATION (relevant services performed in the 3 years prior to submission of proposal)

PRIME CONTRACTOR OR PARTNER/SUBCONTRACTOR

NAME _____

CLIENT NAME *	POINT OF CONTACT NAME, ADDRESS, TELEPHONE	TYPE OF SERVICES PROVIDED	CONTRACT NUMBER AND VALUE OF CONTRACT	DATE SERVICES PROVIDED	PRINCIPAL PARTNERS/KEY PERSONNEL	PPIRS On File
HUD Office of Public and Indian Housing	John Doe, PIH Office of Technical Assistance, 1234 7th St, Washington, DC 78945 202-555-1234	Technical Assistance to public housing agencies	C-DEN-12345 \$1,000,000	1/07 - 1/09	John Smith, Project Manager; Jane Doe, TA Specialist; John Smith Jr, Accounting Specialist	

* If performance was as a subcontractor, this will be the name of the prime contractor.

PAST PERFORMANCE SURVEY

PAST PERFORMANCE PROJECT IDENTIFICATION (To be filled out by the Offeror):

CONTRACTOR NAME:	Click here to enter text.
CONTRACT or ORDER NUMBER:	Click here to enter text.
PROJECT TITLE:	Click here to enter text.
TOTAL PERIOD OF PERFORMANCE, INCLUDING OPTIONS	Click here to enter text.

PAST PERFORMANCE REFERENCE INFORMATION (To be filled out by the Reference):

NAME:	Click here to enter text.
TITLE:	Click here to enter text.
AGENCY or CUSTOMER:	Click here to enter text.
PHONE:	Click here to enter text.
E-MAIL	Click here to enter text.

The Department of Housing and Urban Development (HUD) is procuring the services described in the box below. You have been selected by the contractor identified above to provide past performance information to HUD to be used in evaluating the offeror's proposal for this acquisition. Thank you for your input.

Technical Assistance Center services for the HUD's Real Estate Assessment Center (REAC) Department:
The Contractor shall operate a multi-channel contact center Monday through Friday. The contractor shall Provide a single point of contact for Departmental Customer group Business Partners and Program Participants by answering general HUD program status and technical questions from all sources, including but not limited to property owners and managers, property inspectors, HUD Field Office and other HUD staff, housing authorities, management agents, residents, sponsors, other HUD and government officials and the general public. Such effort involves responding to inbound telephone, TDD/TTY, email, fax, correspondence, web submissions, web chat, any other digital based technology or in person Service Requests from any source

For each of the Five (5) criteria listed below, the rater must choose One (1) Adjectival Rating by checking the box, as applicable. At a minimum, for any rating that is checked Marginal or Unsatisfactory, please submit additional comments to substantiate the rating. If Cost Control is N/A, Please explain why.

1. QUALITY OF SERVICE

RATING	Adjectival Rating	Definition
<input type="checkbox"/>	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective
<input type="checkbox"/>	Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective

<input type="checkbox"/>	Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory
<input type="checkbox"/>	Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions.
<input type="checkbox"/>	Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective.

ADDITIONAL COMMENTS:

[Click here to enter text.](#)

2. SCHEDULE

RATING	Adjectival Rating	Definition
<input type="checkbox"/>	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective
<input type="checkbox"/>	Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective
<input type="checkbox"/>	Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory
<input type="checkbox"/>	Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions.
<input type="checkbox"/>	Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective.

ADDITIONAL COMMENTS:

[Click here to enter text.](#)

3. COST CONTROL

RATING	Adjectival Rating	Definition
<input type="checkbox"/>	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective
<input type="checkbox"/>	Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective
<input type="checkbox"/>	Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory
<input type="checkbox"/>	Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions.
<input type="checkbox"/>	Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective.
<input type="checkbox"/>	Not Applicable	

ADDITIONAL COMMENTS:

[Click here to enter text.](#)

4. BUSINESS RELATIONS

RATING	Adjectival Rating	Definition
<input type="checkbox"/>	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective
<input type="checkbox"/>	Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective
<input type="checkbox"/>	Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory
<input type="checkbox"/>	Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions.
<input type="checkbox"/>	Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective.

ADDITIONAL COMMENTS:

[Click here to enter text.](#)

5. MANAGEMENT OF KEY PERSONNEL

RATING	Adjectival Rating	Definition
<input type="checkbox"/>	Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective
<input type="checkbox"/>	Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective
<input type="checkbox"/>	Satisfactory	Performance meets contractual requirements. The element being assessed contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory
<input type="checkbox"/>	Marginal	Performance does not meet some contractual requirements. The element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions.
<input type="checkbox"/>	Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The element being assessed contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective.

ADDITIONAL COMMENTS:

[Click here to enter text.](#)
